Complaints against IOC dealers

3422. SHRI V. RAMANATHAN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether any complaints against the IOC dealers for pressuring the new allottees of LPG connections to purchase gas stoves from them and their insisting on the production of ration cards were received in his Ministry and the IOC during the period from 1st September, 1987 to 29th February, 1988;

(b) if so, what are the particulars thereof and the action taken thereon; and

(c) whether it is the established practice with the IOC not to reply to such complaints?

THE DEPUTY MINISTER IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI RAFIQUE ALAM): (a) During the period from the 1st September, 1987 to the 29th February, 1988, a total number of 104 complaints were received against IOC dealers about their pressurising the new allottees of LPG connections to purchase gas stoves from them;

(b) Each compalint was investigated and customers' grievance redressed. Action against the erring dealers was taken in line with the Marketing Discipline Guidelines;

(c) No, Sir. All efforts are made to send replies to complaints received in writing after investigating and redressing the grievances.

Late supply of LPG Refills

3423. SHRI S. S. AHLUWALIA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government have fixd any maximum time within which ıe LPG dealer is supposed to supply LPG refills to LPG consumers; if so what is the maximum time fixed by each of the LPG Company,

(b) whether it is a fact that in spite of this, the LPG companies are receiving complaints about inordinate delay in supply of refills made by the LPG Agencies but the LPG Companies take no action against the dealer nor the complaints of consumers are acknowledged; if so, the reasons thereof;

(c) whether the LPG Companies do not keep a record of the number of Complaints received against any particular dealer month-wise or year wise; if so, the reasons therefor; and

(d) what action Government propose to take in the interest of LPG consumers who are being harassed by the LPG Companies as well as their dealers/agencies?

THE DEPUTY MINISTER IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI RAFIQUE ALAM): (a)and (b) While LPG distributors are under instructions to supply refills within 24 hours of the booking, supplies are at times made late for reasons such as shortfall in availability of LPG, transportation bottlenecks, labour problem, civil disturbances etc;

(c) and (d) Oil companies keep record of complaints received by them against LPG distributors. These complaints are investigated promptly wherever necessary and appropriate action ranging from warning letters to even termination of distributorships in some cases is taken against the erring LPG distributors in accordance with the Marketing Discipline Guidelines.

Disbursement of wages to the Employees of Jaipur Udyog Limited and Kanpur Udyog

3424. SHRI B. SATYANARAYAN REDDY: Will the Minister of INDUSTRY be pleased to state: